



THE RISKY SIDE OF WEDDING PLANNING

Jennifer Lloyd Ball MS, MWP



- Dirty tent & Chairs
- Wrong Ceremony Set Up
- No racks to strike with
- Linens had stains
- No labels on linens
- Cake fell
- Not enough catering staff
- Not enough bartenders
- Mismatched silverware
- Glasses were delivered to wrong venue
- No ice/water with dinner
- MOB allergic reaction
- Catering staff fell and twisted ankle
- Another guest got over heated
- Make-up & Hair over 2 hours longer
- Champagne but no flutes ordered
- MOB spilled an entire glass of red wine on me

- No trash cans or trash bags
- Venue not mowed prior to tent set up
- No cleaning supplies
- No paper towels in restrooms
- Toilet overflowed w/in hour of arrival
- Poor parking options
- No lighting after dark to parking
- Needed a golf cart for size of venue
- No designated smoking area
- Needed no parking signs
- Trash clean up and removal
- Band too loud for dinner
- Band went over time
- Car drove through reception area
- Not enough flowers ordered (budget)
- No PA for ceremony
- Not enough water bottles around
- Uneven paths and grounds

Risk Management in Wedding Planning

Why this topic matters:

- Possess a general understanding of event logistics, operational concepts, and service planning methods
- Understand event hazards and threats including weather, alcohol consumption, and other safety & security concerns.

↓ THIS
— IS A
SAFE
SPACE



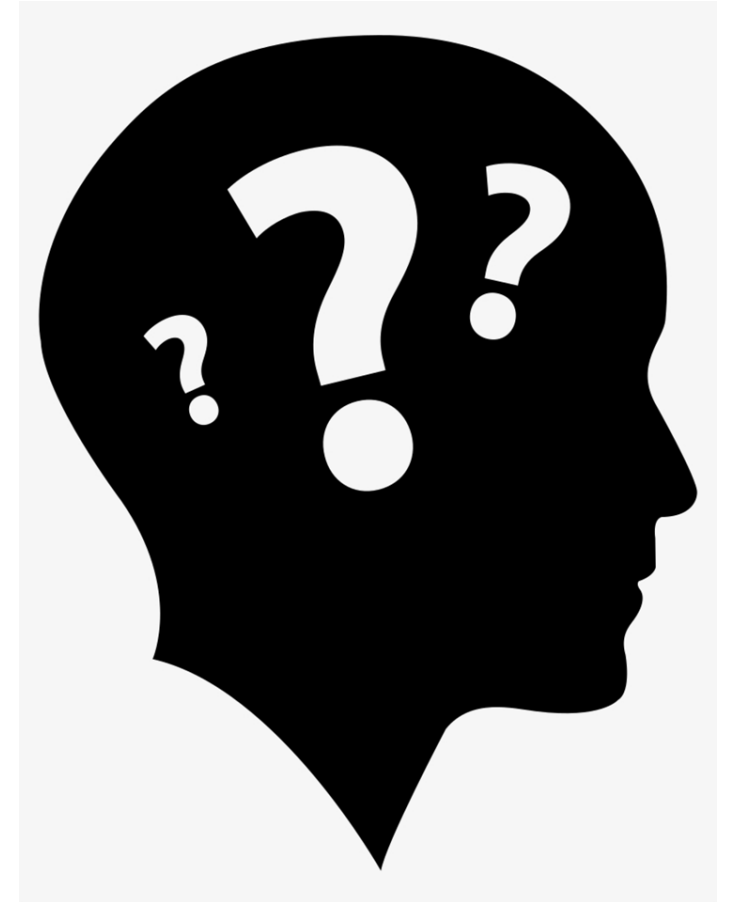
BASICS...

Event managers have a legal and ethical responsibility for producing a...

SAFE and **SECURE**
environment and sustaining
that environment ...
before, during, and after their
events

Safety & Security

The ultimate responsibility of managing risk at events belongs to the event manager and cannot and should not be transferred to others





Cannot be reactive... they must be proactive



Risk assessment meetings



Safety & security meetings



Inspections



Training



Documentation of due diligence must be done

Event Managers

**Manage
by
Walking
Around**



What's the difference?

HAZARD	RISK
 Water	 Jumping in without knowing how to swim
 Gasoline	 Lighting a match
 Driving	 Texting

A **hazard** is considered to be anything that can cause harm.

A **risk** can be taken as chance or probability that harm may occur.



RISK:

Is the
CHANCE
that
something
will or could
go wrong

Process of Risk Management:



Identify risks & hazards



Assess the risks and hazards



Manage the risks and hazards



Types of Risks:

- Natural Disasters
- Financial Risk
- Legal Risk
- Technology-Related Risks
- Mismanagement
- Safety & Security Risk
- Risk at Sporting Events



The Atlanta Journal-Constitution

[Local News](#)

[Ahmaud Arbery Case](#)

[Atlanta Mayoral Race](#)

[COVID-19](#)

[Access Atlanta](#)

[Sports](#)

[Press On](#)

Musicians injured when tent toppled at wedding sue Buckhead hotel, event planner



Fatal Incidents since 2010

- **2015- Night Club Fire due to pyrotechnics killing 51 in Romania**
- **2014- K-Pop Concert 16 deaths when they fell into concrete shaft**
- **2011- Pukkelpop Music Festival- Severe storms caused multiple stages to collapse at the festival leaving 4 people dead**
- **2011- Sugarland Concert- 7 dead/58 injured when a gust of wind blew a stage roof structure into the crowd**
- **2010- The Love Parade Festival (unticketed event) had more than 1 million attend for a capacity of 250K. 500 injured & 21 died**
- **2015- Eagles of Death Metal Concert- Gunmen fired into concert crowd killing 130 people**

Hazards:



Fire



Plant & Equipment



Hazardous Substances



Electrical Equipment



Spills



Stacking of Unbalanced Heavy Items



Temporary Fencing, Staging, Seating, & Other Venue Features



Moving Vehicles

The threat of fire to humanity, equipment and structures in most venues is reduced significantly when appropriate, comprehensive fire safety measures are taken

Fire is one of the most significant threats to an event



What would you do... if this was your event?





Codes and Standards

- Fire Code
 - Set of standards established and enforced by government for fire prevention and fire and life safety.
 - All codes include references to “standards”
 - Defined as a required or agreed level of quality or attainment
- You must be familiar with, and comply with, the applicable fire and building codes or risk a wide variety of consequences:
 - Scolding from local official
 - Citation
 - Serious injury or death



Manager's Role

- Prevent loss or injury through fire
 - Avoiding fire risks
 - Effective response(s) should an incident occur
 - Planning escape routes
 - Firefighting measures
- Work with local fire and building authorities having jurisdiction over the venue

Alcohol Licensing



Understanding Local
Licensing
Requirements



Application Process &
Timelines



Responsibilities
of the Event
Organizer

Responsible Alcohol Service Practices

Training and
Certification:

Monitoring and
Enforcement:

Communication
and
Intervention:

Assessing the Risks & Hazards

What is the
likelihood of this
risk happening?

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What impact has this risk had in similar circumstances?

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What is the likelihood of this risk happening?

Who will be exposed to the risk?

What impact has this risk had in similar circumstances?

How will people react to this risk/hazard?

Managing the Risks & Hazards:



Elimination plans to eliminate the risk all together (covered sidewalks to protect from rain)



Substitution plans (better-designed grandstand)



Isolation plans (isolating dangerous or noisy equipment)



Engineering controls (barriers, fences, limit access)



Administrative controls (warning signs, training staff)

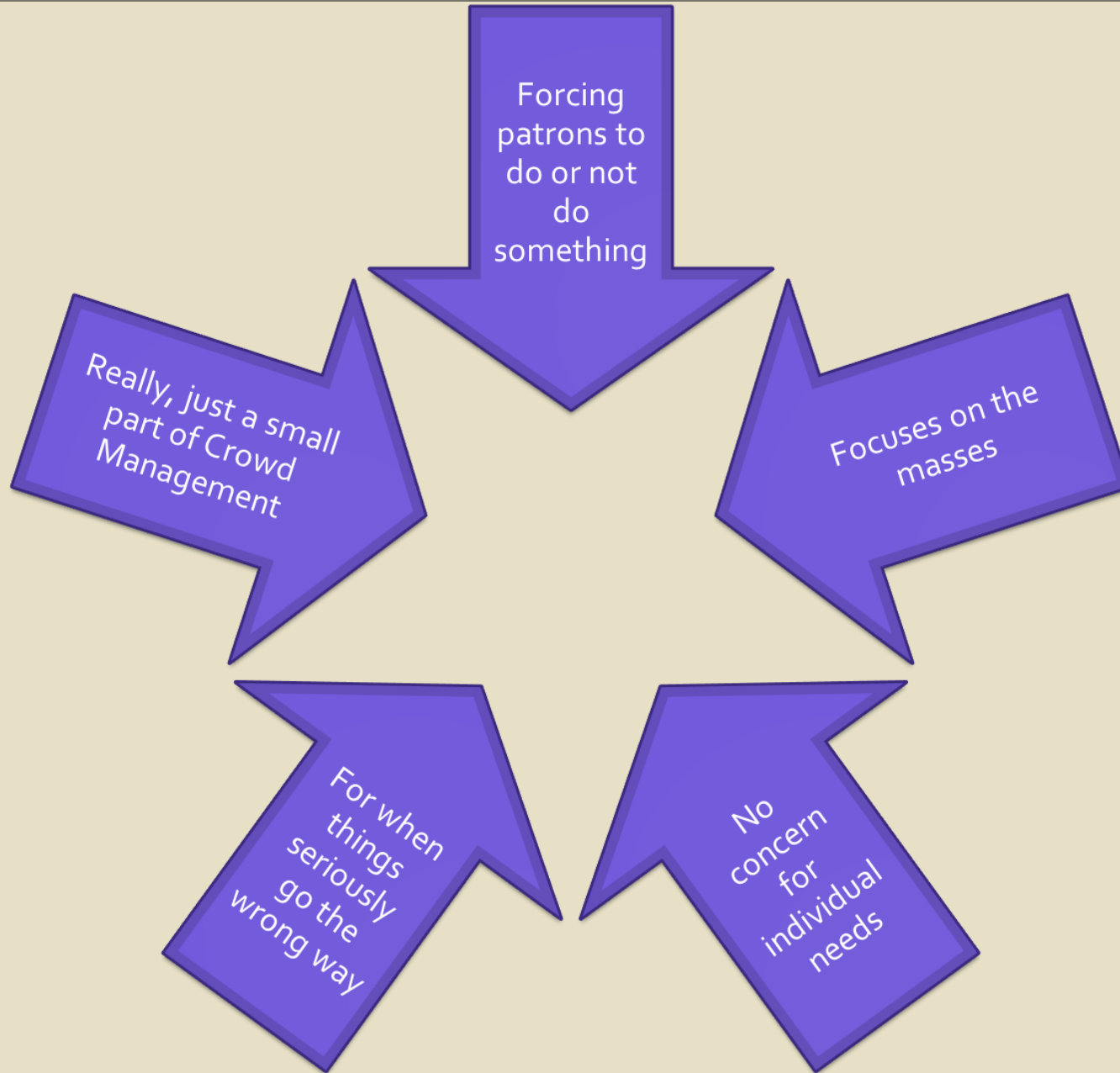


Contingency plans (develop evacuation plans)

Manage First

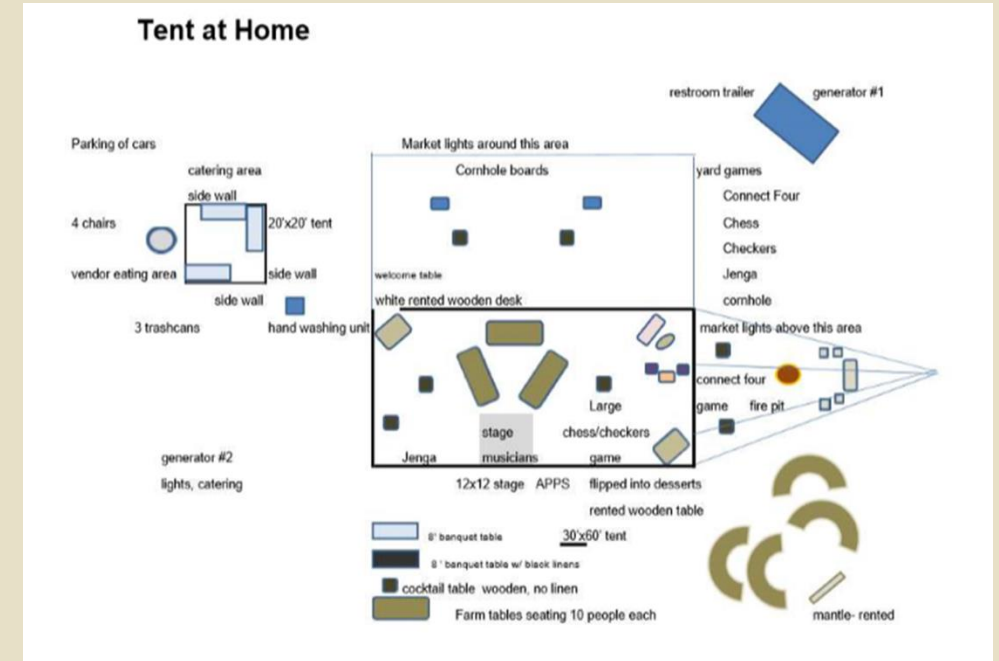


Control Second



Crowd Control

IT IS THE
EVENT MANAGERS
RESPONSIBILITY TO CREATE
TRAFFIC FLOW INTO EVERY
FUNCTION AREA OF THE EVENT





CRISIS MANAGEMENT



Awareness



Understand



Implement



Declare



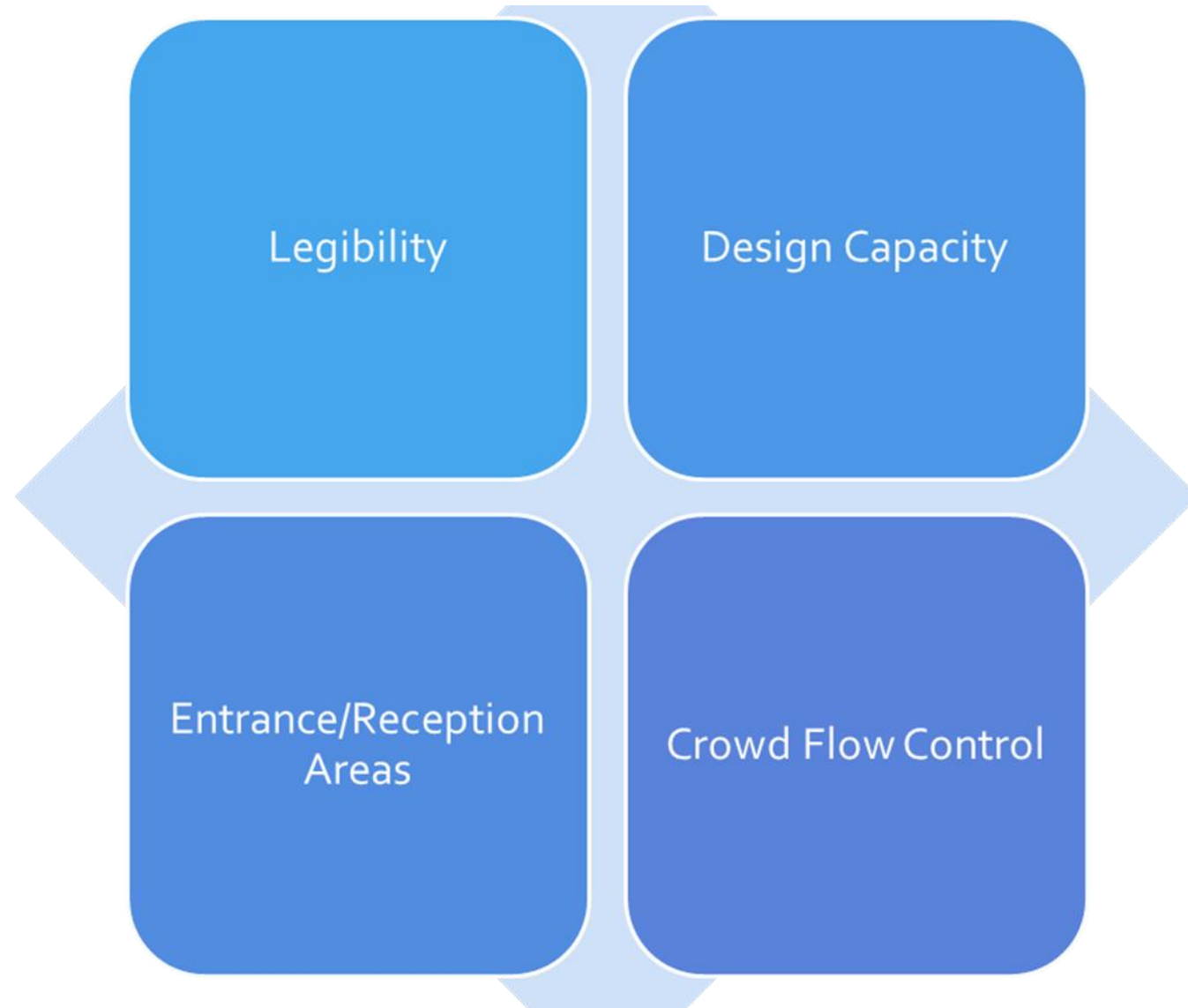
Feedback



Resolution



Recovery



**Site Design
&
Crowd
Behavior**

Crowd Management Risk Assessment Checklist

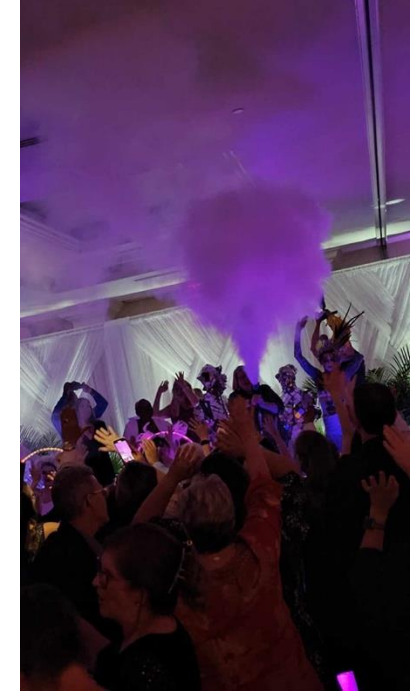
- Are the numbers controlled and predictable?
- Are visitors likely to be familiar with the venue?
- What are the characteristics of the predicted crowd?
- Age, gender, family structure?
- Is the event likely to generate high emotions?
- How will performers affect this?
- Might there be aggressive behavior/drug/alcohol use?
- Are gatecrashers likely?



Focused on individuals

Helps patrons to enjoy the event

99% of managing crowds



Crowd Management

Is rule compliance through

- Assistance
- Persuasion
- Deterrence

Crowd Management

◦ Tips:

- Come up with a plan
- Assess the crowd
- Manage Risk
- Clear Signage
- Communicate with your team

◦ Know your phases

- Arrival
- Transitions
- Circulations
- Leaving

Professional Ethics

To be corporately socially responsible you must use Business Ethics, consistent moral actions based on defined values, to best manage

- Legal ramifications
- PR impacts
- Financial Implications
- Risks



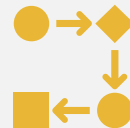
Incident Reporting



To demonstrate that an appropriate process was in place



To provide a record of the incidents and responses



To allow for monitoring, review, and improvement

Due Diligence and Documentation

To document their **DUE DILIGENCE**, event managers must make a record of everything they do when it comes to safety and security. This is their proof when it comes to liability issues, insurance claims, and court cases



Why should we do reports following events?



Reduction in problems, accidents, and incidents



Improved legislative compliance



Decrease in potential liability



Improved workplace performance



Customer satisfaction



Avoidance of controversial issues and negative media exposure



Do you know what an
ERP is?



ERP

Emergency Response Plans

Every Event & Venue
SHOULD have an ERP!

- Request one or create one!



SCAN FOR
A
ERP
TEMPLATE

CMT

Crisis Management Team



Crisis Manager

Administration Coordinator

Operations Coordinator

Employee Support Coordinator

Technical Support Coordinator

Floor Monitor

Stairwell Monitor

Handicapped Persons Monitor

MEDICAL & WELFARE



WHAT SIGNAGE?

**CAUTION
WATCH
YOUR STEP**



**NO
PARKING
FIRE LANE
KEEP CLEAR
AT ALL TIMES**



Things to Pack:



- Ladder/ Step Stool (if venue doesn't have)
- Flashlights & Batteries
- Power Strips & Extension Cords
- Bug Spray & Sunscreen
- Broom & Dustpan (if your venue doesn't provide)
- Duct Tape (white and green) & Gaff Tape (black)
- Scissors, Glue, Staple Gun, Zip Ties, Chalk & Clear Tape
- Safety and Straight Pins
- Screwdrivers, Hammer & Nails
- Bottled Water, Juice, Snacks
- Lighters & Candles
- White & Black Markers/Paint Pens
- Black Sharpie
- Radios
- First Aid Kit & Gloves
- Shout Wipes, Tissues, Single Use Razors, Paper Towels

Important Links to know:

www.crowdsafe.com

www.osha.org

www.nesf.org

www.usdoj.gov



[http://www.ncdoi.com/OSFM/Fire Safety Programs](http://www.ncdoi.com/OSFM/Fire_Safety_Programs)

New website:

<https://www.ncosfm.gov/licensing-cert/pyrotechnics/classes-pyrotechnic-license-fusing-crowd-manager>





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